

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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November 12, 2003

BY E-MAIL AND  
FIRST CLASS U.S. MAIL

Amy G. Rabinowitz, Esq.  
Massachusetts Electric  
25 Research Drive  
Westborough, MA 01582-0099

Re: Massachusetts Electric Company and Nantucket Electric Company, D.T.E. 03-20

Dear Ms. Rabinowitz:

Enclosed is the Third Set of Information Requests by the Department of Telecommunications and Energy to Massachusetts Electric Company and Nantucket Electric Company regarding the captioned matter. Please submit copies of the Companies' responses to the information requests within five days, November 17, 2003, to the Department.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel  
Hearing Officer

Enc.  
cc: Mary Cottrell, Secretary

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-20

THIRD SET OF INFORMATION REQUESTS TO  
MASSACHUSETTS ELECTRIC COMPANY AND NANTUCKET ELECTRIC COMPANY

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The Department of Telecommunications and Energy ("Department") submits to Massachusetts Electric Company ("MECo") and Nantucket Electric Company ("Nantucket") (collectively "Companies") the following Information Requests. Each request refers to the Companies' refund proposal dated October 28, 2003.

**Requests**

- |         |  |
|---------|--|
| DTE 2-1 | Please describe the rationale underlying the Companies' proposal for the dispersal of its 2002 Service Quality Penalty regarding the (1) 1/3-2/3 split targeting all customers and affected customers, respectively, and (2) smoothing the distribution to all districts.  |
| DTE 2-2 | Please provide the corrected figures for Attachment I at 1, § 1, column (2), lines North Shore and South Shore.  |
| DTE 2-3 | Please discuss the following alternative methods of refunding the penalty amount to customers: (1) credit customers in proportion to actual SAIDI and SAIFI performance in each district on a per kilowatt hour ("KWh") basis; (2) credit customers in proportion to SAIDI and SAIFI performance in each district that exceeded the Companies' benchmarks on a per KWh. Refer to the attached chart. |